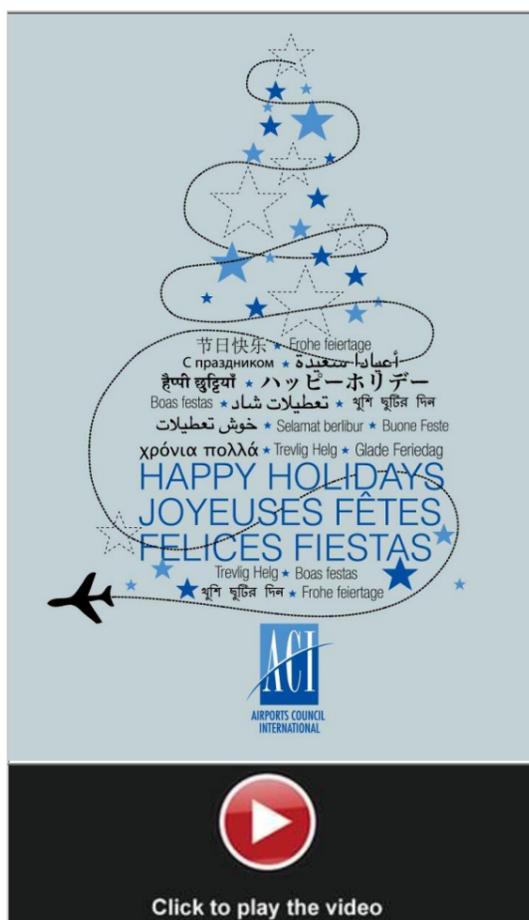




2012 In Review



Airports endure because they continually transform and adapt ourselves to meet the needs of changing times. The same holds true for ACI Global Training. 2012 was proof of this, as we delivered 119 classroom courses and over 10,000 hours of online courses to a total of 4675 participants!

It was also year of looking forward and launching new initiatives and partnerships that will strengthen ACI Global Training for the next generation of airport professionals. We introduced the Advanced Global Safety Network Diploma and Human Resources Management course in order to help develop innovative approaches in safety and HR and to share more broadly the best in established and emerging methods. Additionally, we announced the newly branded Airport Operations Diploma Programme that will enable us to embrace the promise of additional online learning for our members while sharing our airport knowledge more widely with the world.

At heart, of course, ACI Global Training is about people. I'll begin by thanking and congratulating our graduates and participants who have continued to support us in 2012; we will continue on our quest to make you successful!

This year, we welcomed Tebello Mokhema and Yulim Lee to the Global Training Steering Group; who have both complimented the strategic expertise already provided by Danielle, Nancy, Deidre, Yulia and Sonia. Of course we cannot forget the contributions of my team; John, Melisa, Eddie, Jeremias and Mona whose tireless member focused efforts made all of this happen, and whose teamwork is a personal source of pride for me.

To our faculty; Arturo, Bill, Chris, Claude, Daniel, David, Debbie, Gérard, Greg, Jean-Marc(s), Joanne, Joe, John, Julian, Lorena, Mizanur, Peter, Glenn, Gordon, Margot, Mike, Patricia, Paul, Pierre, Pim, Richard, Scott, Simon, Steven, Terri, Torsten, Tricia and Wally, your dedication and passion for teaching is inspiring and we look forward to working with each of you as we continue to provide high quality education to the ACI membership.

Lastly to our training centres and their staff, you have opened your doors to hosting courses that have been successful due to your outstanding hospitality and attention to detail, thank you.

Through the examples I have highlighted and the many more achievements, I'm sure 2013 will allow us to expand the circle of airport excellence in an aviation world improved by our individual and collective efforts.

I wish you all Happy Holidays and a Prosperous New Year!

Kevin Caron

Assistant Director, Global Training

2012 Brief

By Mona Lisa Nazareno, Assistant Registrar, Global Training



2012 has proven to be ACI's Global Training's most eventful yet. In case you missed out on a few things, here's a recap of some noteworthy items which took place this year:

January	<ul style="list-style-type: none"> • Launch of Advanced GSN Diploma: Zagreb Airport was chosen as the host Training Centre for the debut course, "GSN IV: Working with Annex 14"
February	<ul style="list-style-type: none"> • 20-22nd: 47th ACI Fund Training Seminar on "Airport Security Workshop" takes place in Cape Town, South Africa • First session of the latest AMPAP Elective, "Airport Human Resources Management" debuts in Amman, Jordan.
March	<ul style="list-style-type: none"> • Launch of Certificate in Airside Operations (Online) • New staff arrival: Mona Lisa Nazareno, as Assistant Registrar, Global Training • Launch of New Online Registration Form: the form was developed to facilitate and streamline member course registrations in order to accelerate processing of requests and to ensure the quality and accuracy of all data received. This Adobe-based electronic registration form became available for all courses as of May 2012.
April	<ul style="list-style-type: none"> • 18-20th: 48th ACI Fund Training Seminar on "Mise en oeuvre des systèmes de gestion de sécurité" takes place in Tunis, Tunisia.
May	<ul style="list-style-type: none"> • Extension of online registration to all Global Training Courses
June	<ul style="list-style-type: none"> • Landmark 50th ACI Fund Seminar took place in Taipei from 10-12 June 2012 on "Airports and Economic Development". • New Global Training USD Dollars Account: in order to provide a faster payment tracking service for our members, this account was opened just for Course payments.
July	<ul style="list-style-type: none"> • ACI's Online Learning Centre completes translation of its popular Safety Management Systems training course into Spanish
August	<ul style="list-style-type: none"> • Airport Communications and Public Relations Course, first session ever takes place as pilot course at Aéroports de Montréal. • Development of new Certificate programme in Terminal and Landside Operations, delivered through OLC as part of revamped Airport Operations Diploma Programme • Departure of Incheon Seconded Andy Kim (YOONSUB Kim), Manager, Customer Service in Global Training, after two years with ACI
September	<ul style="list-style-type: none"> • The first GSN Advanced Gold Diploma is awarded to Nauris Klauza from Riga Airport. The diploma was awarded at Athens Airport by Mr. A. Aravanis (Athens COO) and ACI instructor Debbie Riley. • First World Human Resources Forum, held in conjunction with the 2012 ACI-NA/World Conference and Exhibition. • Launch of ACI World's New Website, which includes revamped Global Training Pages • Release of APEX in Safety Programme

October	<ul style="list-style-type: none"> The 2013 Global Training Calendar is released
November	<ul style="list-style-type: none"> ACI and Dublin Airports Authority announce agreement to open new training venue at DAA's Castlemoate House, Career Development Centre making Dublin the first training venue in Western Europe. Confirmation of launch of ACI/ICAO Aerodrome Certification Course, pilot courses slated to take place towards mid-2013.

At the close of this busy year, the entire ACI Global Training Team would like to reiterate their thanks and appreciation to all our members, training partners and colleagues for their assistance in making this the most successful year yet. We look forward to working with you, and providing even more training opportunities in the upcoming year.

ACI Global Training Faculty 2012

By Jeremias Rodriguez, Global Training and Events Registrar



As was indicated in our year end article our success would not be possible without the dedication of our highly qualified instructors who are experts in different airport key areas. So we thought it would be good to indicate the instructors full name along with their field of expertise.

Current ACI Global Training Faculty:

Safety	Security	Facilitation	Environmental	Economics/Commercial	Other Subjects
Peter HAMPSON Daniel MAURINO John POTTINGER Debbie RILEY Lorena de RODRIGUEZ Scott SIMPSON Chris WALKDEN Wally WALKER Glenn WHEELER Jean-Marc BOURREAU	Clinton BAMBRIDGE	Arturo GARCÍA-ALONSO Joanne PATERNOSTER Tricia KAT	Paul HOOPER Callum THOMAS	Gérard BOREL Julián DE LA CAMARA Rafael ECHEVARNE Gordon HAMILTON Torsten HEID Joanne PATERNOSTER Patricia RYAN Joe SULMONA Simon WALKER Jean-Marc Guillemette	Claude MARTEL Richard PLENTY Mike MCGRATH Margot RIERA

Training Centers and Training Venues

By Jeremias Rodriguez, Global Training and Events Registrar

Our Training Centers, Training Venues and their staff are Key contributors to the success of our courses through their remarkable onsite support, experience and organizational skills that really makes the difference for our students.

Current Training Centers and Training Venues	Region	Training Center	Training Venue
	Africa	Cairo Johannesburg	Nairobi
	Pacific	Abu Dhabi Dubai Incheon Hyderabad Kuala Lumpur	Gold Coast Malé Singapore
	Europe	Athens Bucharest Istanbul Riga	Brussels Dublin Krakow Prague Zagreb
	Latin America & Caribbean	Panama City Port of Spain	
	North America		Nashville Montréal San Francisco



Russian Airport teams up with ACI Global Training to deliver training in Concession Management

Northern Capital Gateway LLC, the operator of Pulkovo Airport in Saint Petersburg Russia, has teamed with the Airports Council International Global Training team to deliver Concession

Management training.

The training will be delivered via ACI's web based online training service, the Online Learning Centre.

The Certificate in Concession Management program is designed for staff engaged in managing the wide range of commercial services provided at an airport and provides theoretical and practical best practices in managing these concessions.

The Certificate in Concession Management is made up of the following three modules:

Module 1 – Commercial Operations in the Airport

Module 2 – Food/Beverage, Retail and Duty Free Concessions

Module 3 – Parking, Ground Transportation, Services and Concession Annual Plan

For more information regarding Pulkovo Airport please visit <http://www.pulkovoairport.ru/>

For more information regarding this, or any of ACI's online training programs visit us at <http://www.olc.aero/>

New GSN Advanced Gold Diploma Graduates

By Mona Lisa Nazareno, Assistant Registrar, Global Training



As we near the 1-year anniversary of the launch of the Global Safety Network (GSN) Advanced Modules, it is with great pleasure that we announce the names of two more graduates of the "Gold" Diploma, Miroslav Jerkovic and Mirela Vrbanc from Zagreb Airport Ltd. Mr. Jerkovic and Mrs. Vrbanc became the latest GSN Advanced graduates following the completion of their final course, GSN Module 6, "Aerodrome Auditing and Compliance" on 22 November 2012 in Abu Dhabi, UAE. Instructors Wally Walker and Glenn Wheeler from Airport Solutions Ltd. were on hand to award their Diplomas.

At the close of 2012, we now have a total of 3 GSN Advanced Diploma recipients with Mr. Nauris Klauza from Riga International Airport first receiving this prestigious Diploma in September. If the continued success of the GSN Programme is any indication, we can be sure that the number of Advanced graduates will grow significantly in the time to come.

On behalf of the ACI Global Training Team, we would like to wish Mr. Jerkovic and Mrs. Vrbanc warm congratulations, and continued success in their future training endeavors!

For more information on the GSN Diploma Programme, please [click here](#)

ACI Fund in Jakarta

By Kevin Caron, Assistant Director, Global Training



The last ACI Fund seminar of 2012 jointly organized with our partners at CIFAL Atlanta UNITAR was held in the bustling cosmopolitan city of Jakarta, Indonesia. Here we had the privilege of being hosted by a dedicated team of professionals from PT Angkasa Pura II who provided first rate support and facilities.

The 51st ACI Fund saw the participation of 31 delegates representing seven member airports. The seminar topic was on Safety Management Systems, and featured lively discussions on SMS concepts along with practical exercises on hazard identification. All this was led by none other than ACI's Senior Safety Manager, John Pottinger, whose teaching emanates a level of passion and experience, that's truly hard to match!

During the welcome reception we were treated to karaoke that both John and I participated in. However, the star of the night was Tri S. Sunoko, President Director, Angkasa Pura II whose singing talents wowed the audience. Who would have thought of an experienced airport CEO that can sing?

On a final note, I'd like to thank Ms. Estrella Merlos, CEO at CIFAL Atlanta – UNITAR whom we worked hand in hand in making these seminars possible.

Our 2013 ACI Fund schedule will be up shortly and I invite you to consult our website for additional information www.aci.aero/Global-Training

A taste of 2013, New AMPAP Elective Course: Airport Revenue Management



Brief

Airports are continually faced with the challenge of achieving financial suitability and economic independence. This course will engage participants to understand the role of innovation and competitiveness in the development of marketing strategy, along with the influence on overall airport strategic business planning. The relations between airport management, primary customers (airlines, passengers, cargo operators), and revenue concession providers will be examined for the purpose of establishing and maintaining long-term value propositions for all affected parties.

Benefits

The overall course objective is to increase participant knowledge in regards to global best practices for the purpose of optimizing airport revenue generation and related revenue management. The course emphasizes the opportunities available to airport management to enhance all airport revenue sources including airline, non-aeronautical, and service delivery to third-parties.

Who should attend?

- Airport General Manager/ Executive Director
- Airport Finance Directors, Managers
- Airport Marketing and Commercial Managers
- Airport Operations Directors, Managers
- Airport Consultants

Course content

Upon completion of this course, participants will be able to:

- Understand the challenging environment and evolving business models that encourage airport management to focus on revenue generation that permit primary customer traffic expansion, non-aeronautical activity development, and the increasing efforts by airports to deliver non-conventional service innovations;
- Describe the relationship between airport marketing strategy and optimal revenue generation methods;
- Identify the best practices for determining target customer groups;
- Explain, in detail, the principles of business proposal development with application to the primary spheres of airport revenue generation including airline, passenger, and cargo traffic retention and expansion
- Define how airports plan and implement concession and land development programs
- Explain new Customer Relation Management tools and related customer outreach programs
- Describe demand forecasting techniques and the corresponding application of modern pricing strategy to prepare robust revenue forecasts
- Elaborate upon the proper methods to ensure airport revenues are collected and the use of benchmarking for maintaining airport revenue strategies at the leading edge of best practice
- Develop the team structure and prepare for implementation of sales efforts and business negotiations
- Integrate the learning from course topic areas and apply to the course case study exercise to demonstrate both a comprehension of the overall principles and detailed practices for successful revenue generation

Upcoming date:

DATES	COURSE	LOCATION	LANGUAGE	NON-MEMBER PRICE (USD)	MEMBER PRICE (USD)
21-25 April 2013	Airport Revenue Management	Abu Dhabi, UAE	English	\$2,400.00	\$1,600.00



REGISTRATION STILL OPEN

Airport Environment Management (Online)

Brief

The online airport environmental management course will enable airports to better understand the principles of sustainable development and environmental management. It covers the key environmental impacts associated with airport operations and growth, the benefits gained from effective environmental management and the essential elements of implementing an Environmental Management System at your Airport.

Benefits

Understand the airport industry's latest challenges by learning how to respond to environmental issues such as noise, local and global emissions, water/waste management and the how to in implementing an Environmental Management System.

Who Should Enrol?

- Airport
- Airport
- Management personnel responsible for the environmental and energy management at operational levels at different size airports.

Directors
Managers

Course content

- Introduction to Airport Environmental Management and Sustainable Development
- Airport Noise Management and Community Relations
- Local Air Quality
- Climate Change and Greenhouse Gas Emissions
- Airport Resource Management
- Airport Waste Management
- Implementing an Environmental Management System
- Individual environment assignment
- Group environment assignment

Enrolment

ACI Members: 1600USD
Non-Members: 2400USD



For all other course and programme inquiries, contact ACI Global Training at: training@aci.aero

or visit us online at: www.aci.aero/Global-Training

2013 Course Payments in USD Only

By Mona Lisa Nazareno, Assistant Registrar, Global Training

	<p>Beginning next year, payments for Global Training courses will be no longer be accepted in Euros as we move to USD only. The adoption of one currency across our new Non-Member and Member/World Business Partner pricing will provide a faster and more efficient payment tracking service for our members.</p> <p>If you have any questions regarding this change, please feel free to contact us: training@aci.aero</p>
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Course Calendar January - February 2013

DATES	COURSE	LOCATION	LANGUAGE	NON-MEMBER PRICE (USD)	MEMBER PRICE (USD)
28 January- 8 March	Online - Airport Environmental Management*	Online	English	\$2,400.00	\$1,600.00
04-08 February	GSN 2 - Airport Operations and Safety	Athens, Greece	English	\$2,100.00	\$1,450.00
10-14 February	Airport Business Planning and Development	Abu Dhabi, UAE	English	\$1,400.00	\$950.00
11-15 February	Airport Enterprise Risk Management	Istanbul, Turkey	English	\$2,100.00	\$1,450.00
18-22 February	Developing a Customer Service Culture at Airport*	San Francisco, USA	English	\$2,400.00	\$1,600.00
18-22 February	GSN 3 - Emergency Planning and Crisis Management	Riga, Latvia	English	\$2,100.00	\$1,450.00
20-22 February	Managing Airport Service Quality at Airports	Zagreb, Croatia	English	\$1,400.00	\$950.00
04-06 March	Runway Incursion Awareness and Prevention	Johannesburg, South Africa	English	\$1,400.00	\$950.00

11-13 March	Airport Non-Aeronautical Revenues	Krakow, Poland	English	\$1,400.00	\$950.00
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*This course can be taken as an elective for the Airport Management Accreditation Programme (AMPAP)

To view the full 2013 Calendar, [click here](#)
Or send us an email: training@aci.aero



Click [here](#) to unsubscribe